Apple Internet Connection Kit

Getting Started

Apple Computer, Inc.

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Contents

Preface Before You Begin 5

1 Installing and Setting Up Your Software 9

Just what is the Internet, anyhow? 9

About your Apple Internet Connection Kit 12

System requirements 13

Installing the software 15

Setting up an account with a service provider 20

2 Connecting to the Internet and Using Your Internet Software 31

Connecting to the Internet… 3 different ways 31

Getting started with your Internet applications 34

Setting your preferences for connecting 39

Disconnecting from the Internet 40

Backing up your provider information 41

About the Launcher 42

About the Apple Internet Status application 43

About MacPPP 43

About your Internet utilities and additional software 44

Where do you go from here? 44

3 Solving Problems and Getting Help 49

Modifying your provider information 50

Moving your Apple Internet Connection Kit to another computer 50

Adding or modifying modem information 52

If you run into problems 53

Where to find help 57

Index 59

Before You Begin

Before you install the Apple Internet Connection Kit and set up your software, here are a few important things to know about this manual and about other documentation that you might need to refer to.

What you should already know

Before you can use your Apple Internet Connection Kit software, you must already understand how to operate your computer. You must also have basic Mac OS skills. Such skills include

- understanding icons
- using the mouse and keyboard
- opening and closing files, windows, and folders
- using dialog boxes

See the instructional materials that came with your computer for information on these and other important topics. If you are going to use an internal or external CD-ROM player and you are unfamiliar with using CD-ROM discs, consult the documentation for the CD-ROM player.

About this manual

This manual describes how to install and set up the Apple Internet Connection Kit. The manual also provides step-by-step instructions on how to use the Apple Internet Dialer application program to get up and running on the Internet. Although this manual gets you started with the rest of the applications in the kit, you can find further help elsewhere. Details about where to find information for using these applications are provided in the next few sections.

Getting onscreen help

After you've used this manual to install the Apple Internet Connection Kit and to connect to the Internet, you can find step-by-step instructions on how to use your kit's Internet applications in the onscreen Apple Internet Connection Kit Guide. To access the Guide, start the application program that you want to use, then choose Apple Internet Connection Kit Guide from the Guide (?) menu.

Where to find additional detailed documentation

Your Apple Internet Connection Kit includes all the information you need for using the most popular features of the kit's Internet application programs. However, if you want to learn about additional features, you may want to use the detailed documentation for a specific application.

If you installed your software from a CD-ROM disc, the same disc holds detailed documentation. To read the documentation, open the Documentation folder on the CD-ROM disc. Double-click the name of the documentation file for the application that you want to know more about. You can also drag the documentation file to your hard disk if you want to store the file there.

If you want to make sure that your documentation is up-to-date, or if you don't have a CD-ROM player, you can download the latest documentation from the Internet. See the Apple Internet Connection Kit home page, described in the next section, for details.

Visit the AICK home page

If you use the Apple Internet Connection Kit (AICK) to surf the World Wide Web, be sure to see the AICK Web site. The site is set to appear automatically when you connect to the World Wide Web portion of the Internet. The site provides useful and interesting information to AICK users and also provides the latest details about AICK updates and related products.

This is the URL (which stands for *uniform resource locator*) for the AICK home page:

http://aick.apple.com

If you don't know what a URL is, don't worry—the concept is explained in Chapter 2 of this manual.

Retail books about the Internet

This manual and other documentation in the Apple Internet Connection Kit provide you with all you need to know to use the Internet with confidence. But the Internet is a vast and ever-changing subject, and there's always more to learn. New books are published about the Internet nearly every day. Your local bookstore probably carries a number of books about the Internet. Here are a few recommendations:

The Internet Instant Reference, second edition, by Paul E. Hoffman. 1995. Published by Sybex, Inc.

The Internet for Dummies, third edition, by John R. Levine, Carol Baroudi, and Margaret Levine Young. 1995. Published by IDG Books Worldwide.

More Internet for Dummies, second edition, by John R. Levine and Margaret Levine Young. 1996. Published by IDG Books Worldwide.

Official Netscape 3.0 Book, Macintosh edition, by Phil James. 1996. Published by Ventana Communications Group, Inc.

Zen and the Art of the Internet, fourth edition, by Brendan P. Kehoe. 1996. Published by Prentice-Hall, Inc.

1 Installing and Setting Up Your Software

You're about to install your Internet software… But first, a word or two about the Internet.

If you're already familiar with the Internet, you can skip ahead to the section "About Your Apple Internet Connection Kit" later in this chapter.

Just what is the Internet, anyhow?

There's no escaping it. Everywhere you look these days, there's another newspaper, magazine, or TV story about the Internet. But what is the Internet—a tangle of wires and technology? A group of people with computers? Some kind of alien plot to control our minds and invade our privacy? And just who owns the Internet, anyway?

Simply put, the Internet is a loosely knit federation of computer networks that "speak" the same language. The language in this case is a communications standard known as the *Internet protocol*, or *IP* for short. But that sort of technical detail isn't nearly as important as knowing what you can do once you connect to the Internet.

Of course, you need the right equipment to connect to the Internet—a computer, a modem, and communications software. Or, if you don't have a modem, you may be able to connect through a local area network (commonly called a *LAN*) that has been set up in your company or your school.Then, with the right computer software (all of which is provided in the Apple Internet Connection Kit), you can gain access to the following Internet services and public areas:

World Wide Web

The World Wide Web (also referred to as *the Web*) is the fastest growing part of the Internet. You view information on the Web by using software called a *Web browser.* You can view color images, animation, and video, and even hear sound on the Web. The "documents" that you view on the Web are known as *Web pages,* which can contain links to other pages so that when you click a word or image that has been designated as a link, your browser will automatically display the contents of the linked page.

E-mail

You use electronic mail, or e-mail, to exchange information in much the same way that you use paper mail, except that e-mail is faster and more convenient. You can also attach entire files to e-mail.

Newsgroups

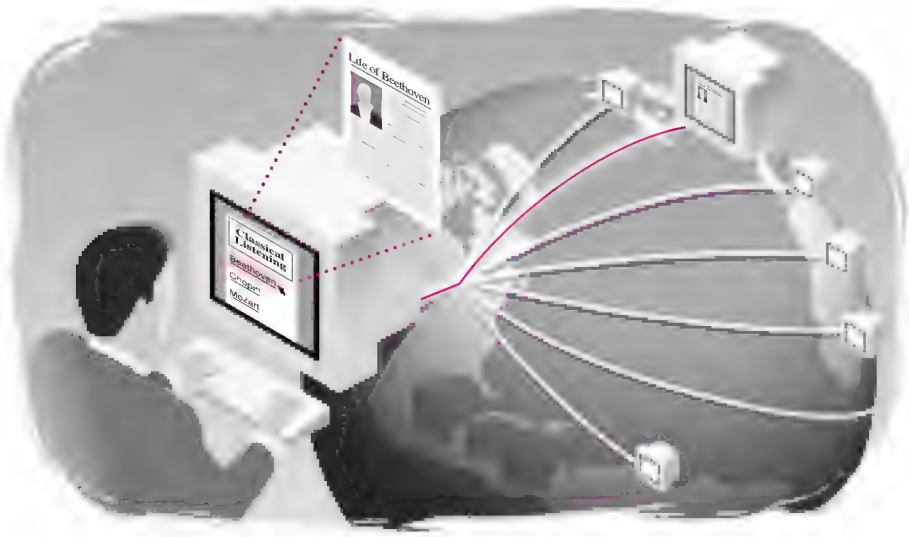
You can participate in "newsgroups"—worldwide public discussion groups for debating issues and for exchanging information. You can subscribe to a newsgroup for almost any topic imaginable (there are over ten thousand distinct newsgroups), and you can read, respond to, and create your own messages, usually referred to as *articles.* Most newsgroups are unmoderated, which means you can post your articles directly to the newsgroup. Other newsgroups are moderated, which means someone screens the articles and posts only those deemed appropriate for the newsgroup.

FTP

You use File Transfer Protocol (FTP) software to transfer files to or from other computers on the Internet. Many specialized computers known as *servers* provide Internet users with files through FTP. FTP software comes in handy when you want to download (copy to your computer) software or software updates over the Internet.

Telnet

With Telnet software, you can log onto other computers so that you can use their programs and data as if those items were on your own hard disk. Many libraries, for instance, have electronic (online) card catalogs that you can access by using Telnet software. There are a variety of other specialized databases that you can access through Telnet.



With all the services and capabilities that the Internet provides, the Internet, or "Net" as it's called, is a truly global resource, with an amazing amount of information on art, anthropology, engineering, finance, literature, marketing, music, and virtually every other area of interest imaginable. Through the Internet, you can reach information located across the planet and contact millions of other users around the world.

Oh, and one last thing you need to know about the Internet.... No one really owns the Internet. But if you're using a modem, you do need to pay an Internet service provider (ISP) to provide you with the connection to the Internet. The Apple Internet Connection Kit is specially designed to make it easy for you to create an account with a service provider of your choice.

Note: Wondering about the differences between the Internet and online services, such as America Online (AOL) and CompuServe? Typically, you need to subscribe to an online service, which provides special content and services to its members. Though most online services allow some sort of access to the Internet, members may not necessarily have access to the full range of Internet information and services. Unlike the online services, Internet service providers let you connect to the Internet directly.

If you want to know more about the Internet in general, perhaps the best way to learn is to take a brief tour once you're connected to the Internet itself! Chapter 2 explains how you can find general information about the Internet at the Apple Internet Connection Kit site on the World Wide Web. If you're still curious after that, you can consult the books mentioned in the preface of this manual.

About your Apple Internet Connection Kit

Your Apple Internet Connection Kit contains a variety of Internet applications and utilities. The primary applications include the following:

- **Apple Internet Dialer** If you are going to use a modem to connect to the Internet, the Apple Internet Dialer makes it easy for you to set up an account with an Internet service provider and to dial in to the Internet.
- **Netscape Navigator** Netscape Navigator is your browser for the World Wide Web.
- **Claris Emailer Lite** The Emailer program lets you send and receive electronic mail over the Internet.

- **NewsWatcher** The NewsWatcher program enables you to participate in newsgroup discussions.
- **Fetch** Fetch is File Transfer Protocol (FTP) software that you can use to download files from other computers on the Internet.
- **NCSA Telnet** With Telnet, you can access programs and data on remote computers as if they were on your own computer.

This is only a partial list of the software included in your Apple Internet Connection Kit. For a complete list of your kit's software, be sure to see the AICK Read Me file that is on the *Apple Internet Connection Kit* CD-ROM disc or on the *Install 1* floppy disk.

System requirements

You need the following hardware and software to use the Apple Internet Connection Kit:

- a Macintosh or Power Macintosh (or Mac OS–compatible) computer with a 68030, 68040, or PowerPC™ microprocessor
- a modem capable of transmitting data at 9600 bps (28,800 bps recommended) connected to a telephone line, or direct Internet access through a local area network (LAN)
- Mac OS system software version 7.5.1, 7.5.3, or later
- MacTCP or Open Transport; if you are using Open Transport, you must use version 1.1 or later
- 12 megabytes (MB) of random-access memory (RAM); 16 megabytes is recommended (you must turn on virtual memory when using less than 16 MB of RAM)
- 25 MB of free hard disk space
- a high-density (HD) floppy disk drive or a CD-ROM player

About using Open Transport

Open Transport version 1.1 or later is required for using your Apple Internet Connection Kit software.

If your computer has system software version 7.5.3 or later, then you have Open Transport 1.1 (or later) and you don't need to upgrade your system; however, if you are using version 7.5.3, Apple recommends that you upgrade to system software version 7.5.5 for the latest enhancements to system software. (To check what system version you have, choose About This Macintosh from the Apple [] menu in the Finder.)

If you don't have system software version 7.5.3 or later, you can upgrade your system by installing the System 7.5 Update 2.0 and the System 7.5.5 Update, which are on the *Apple Internet Connection Kit* CD-ROM disc if you purchased the kit separately from purchasing your computer. Look in the System 7.5 Update 2.0 and the System 7.5.5 Update folders on the CD-ROM disc for instructions on installing the latest system software and on making Open Transport active. (If your version of the Apple Internet Connection Kit came on floppy disks, contact your Apple-authorized dealer to obtain the latest version of system software.)

About using virtual memory

Virtual memory is space on your hard disk that your computer uses as if it were random-access memory (RAM). If you have less than 16 megabytes of RAM available on your computer, you must turn on virtual memory when using the Apple Internet Connection Kit. For details about how to turn on virtual memory, see Macintosh Guide, which is available from the Guide (?) menu in the upper-right part of your screen when you are in the Finder.

For best performance, do not set virtual memory to more than twice the amount of physical RAM; for example, if you have 12 MB of RAM installed on your computer, do not set virtual memory to be greater than 24 MB.

Be aware that while virtual memory can be helpful under low-memory conditions when using the Apple Internet Connection Kit software, other applications may not perform correctly when virtual memory is turned on. You may need to turn virtual memory off when you are finished using the Apple Internet Connection Kit and before starting certain other applications. If you are uncertain whether an application can perform correctly when virtual memory is turned on, consult the documentation for the application or contact the software vendor.

Installing the software

The installation of your software differs slightly depending on whether you are going to access the Internet through a modem or through a local area network (LAN). Be sure to follow the instructions in one of the following sections that applies to your situation.

Note: The Apple Internet Connection Kit comes preinstalled on some models of Macintosh computers. If your system already has the kit installed on it, you can skip directly to Chapter 2, "Connecting to the Internet and Using Your Internet Software."

Installing the software for use with a modem

To install the Apple Internet Connection Kit (AICK) software for use with a modem and a phone line, follow these instructions:

1. **Start up your computer, and insert the *Apple Internet Connection Kit* CD-ROM disc into your CD-ROM player; or, if you're using floppy disks, insert the disk labeled *Install 1* into the floppy disk drive.**

2. **Double-click the Internet Connection Kit icon to open it.**

3. **Double-click the AICK Read Me file to open it; then read its contents.**

   The AICK Read Me file contains late-breaking and other important information about your Apple Internet Connection Kit. It's a good idea to print the Read Me file for future reference.

4. **If necessary, update your system to include Open Transport 1.1 or later.**

   If your machine came with system software version 7.5.5 preinstalled, you don't need to update your system; you can skip to step 5. (To check what system version you have, choose About This Macintosh from the Apple [] menu in the Finder.)

   If you do need to update your system, open the System 7.5 Update 2.0 and System 7.5.5 Update folders on your *Apple Internet Connection Kit* CD-ROM disc and follow the instructions in the Read Me files for installing the updates and for making Open Transport active. Or, contact your Apple-authorized dealer for information about obtaining the updates.

5 **Turn off all third-party (non-Apple) extensions.**

Occasionally, extensions may conflict with one another, causing your computer to behave erratically. To ensure that the extensions on your computer do not interfere with the installation process, you can set your system to use only those extensions that are known to work correctly with one another and with System 7.5.5.

To turn off extensions, open the Extensions Manager control panel. Then, in the Sets pop-up menu, choose System 7.5.5 or another menu item that is appropriate for your system.

6 **If you turned off extensions in step 5, restart your computer; then, reinsert the *Apple Internet Connection Kit* CD-ROM disc or *Floppy Disk 1* in your computer and click the Apple Internet Connection Kit icon to open it.**

7 **Double-click the Installer icon.**

The Welcome screen appears.

8 **Click Continue.**

The Installer dialog box appears.

9 **Make sure the appropriate disk is designated as the destination disk, then click Install.**

If you want to install the software on a disk other than the disk that first appears as the destination disk, you need to click Switch Disk in the Installer dialog box until the destination disk you want is highlighted, then click Install. The disk on which you install the Apple Internet Connection Kit must include a System Folder and must be designated as your startup disk.

The Installer places software on your hard disk in a folder labeled Internet Connection Kit; the Installer also places items in your System Folder. For a complete list of the items installed, see the AICK Read Me file.

10 **Restart your computer.**

You can skip to the section "Setting Up an Account With a Service Provider," later in this chapter.

Installing the software for use with a local area network (LAN)

To install the Apple Internet Connection Kit software for use with a local area network, follow these instructions:

1. **Start up your computer, and insert the *Apple Internet Connection Kit* CD-ROM disc into your CD-ROM player; or, if you're using floppy disks, insert the disk labeled *Install 1* into the floppy disk drive.**

2. **Double-click the Apple Internet Connection Kit icon to open it.**

3. **Double-click the AICK Read Me file to open it; then read its contents.**

   The AICK Read Me file contains late-breaking and other important information about your Apple Internet Connection Kit. It's a good idea to print the Read Me file for future reference.

4. **If necessary, update your system to include Open Transport 1.1 or later.**

   If your machine came with system software version 7.5.5 preinstalled, you don't need to update your system; you can skip to step 5. (To check what system version you have, choose About This Macintosh from the Apple [] menu in the Finder.)

   If you do need to update your system, open the System 7.5 Update 2.0 and System 7.5.5 Update folders on your *Apple Internet Connection Kit* CD-ROM disc and follow the instructions in the Read Me files for installing the updates and for making Open Transport active. Or, contact your Apple-authorized dealer for information about obtaining the updates.

5. **Turn off all third-party (non-Apple) extensions.**

   Occasionally, extensions may conflict with one another, causing your computer to behave erratically. To ensure that the extensions on your computer do not interfere with the installation process, you can set your system to use only those extensions that are known to work correctly with one another and with System 7.5.5.

   To turn off extensions, open the Extensions Manager control panel. Then, in the Sets pop-up menu, choose System 7.5.5 or another menu item that is appropriate for your system.

6 **If you turned off extensions in step 5, restart your computer; then, reinsert the *Apple Internet Connection Kit* CD-ROM disc or *Floppy Disk 1* in your computer and click the Apple Internet Connection Kit icon to open it.**

7 **Double-click the Installer icon.**

The Welcome screen appears.

8 **Click Continue.**

The Installer dialog box appears.

9 **Choose Custom Install from the pop-up menu in the upper-left corner.**

10 **Click the box next to LAN Configuration to select it.**

11 **Make sure the appropriate disk is indicated as the destination disk, then click Install.**

If you want to install the software on a disk other than the disk that first appears as the destination disk, you need to click Switch Disk in the Installer dialog box until the destination disk you want is highlighted, then click Install. The disk on which you install the Apple Internet Connection Kit must include a System Folder and must be designated as your startup disk.

The Installer places software on your hard disk in a folder labeled Internet Connection Kit; the Installer also places items in your System Folder. For a complete list of the items installed, see the AICK Read Me file.

12 **Restart your computer.**

IMPORTANT To connect to the Internet using a local area network, you must have your TCP/IP control panel set up correctly; consult your network administrator for details.

You can skip directly to Chapter 2, "Connecting to the Internet and Using Your Internet Software."

Setting up an account with a service provider

To connect to the Internet when you use a modem, you need to have an account with a company that can provide you with Internet access. Such a company is known as an *Internet service provider,* or *ISP.* The Apple Internet Connection Kit software includes a list of service providers from which you can choose an ISP and create an account online, so you can get connected to the Internet in a matter of minutes. Or, if you already have an account with a service provider, you can set up the Apple Internet Connection Kit software to use that account.

- If you're new to the Internet, or if you've used the Internet but don't yet have your own ISP account, follow the steps in the next section, "Creating a New Account."
- If you already have an ISP account and want to continue using that account, skip to the section "Using an Existing Account."

Creating a new account

To set up an account with a service provider for the first time, you use the Apple Internet Dialer application. Have your credit card handy, as well as a piece of paper and a pencil so you can write down some important information your service provider gives you.

To get started creating your new account:

1 **Click the Apple Internet Dialer button in the Launcher.**

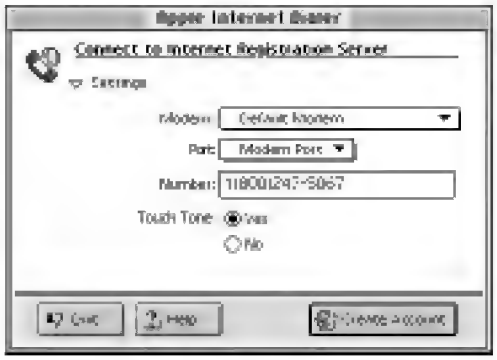
The Launcher is a special window on the desktop that came with your system software or that was installed automatically when you installed the Internet Connection Kit software. The Launcher makes it easy to access applications and other items. (The Launcher is described in greater detail in Chapter 2 of this manual and in Macintosh Guide, which is available in the Guide (?) menu in the upper-right corner of your screen when the Finder is active.)

Tip: If you are unable to see the button for the Apple Internet Dialer in the Launcher window, try clicking the bar labeled "Internet Kit" at the top of the Launcher window.

The Welcome screen appears.

2 Click OK.

The following dialog box appears:



Note: The number you see in your Number box may differ from the one shown here.

3 **In the Modem pop-up menu, choose the name of your modem.**

If you don't see the name of your modem: The Apple Internet Dialer includes information (in particular, special commands known as *initialization strings*) for most of the popular types of modems available today. However, if you are using a type of modem that is not included among those listed, you can try choosing either Default Modem or Generic High Speed Modem from the list. You can also add information about your specific modem; see "Adding or Modifying Modem Information" in Chapter 3 of this book.

4 **If the port your modem is connected to isn't chosen in the Port pop-up menu, choose it now.**

The Modem Port (or the Printer-Modem Port, for PowerBook computers) is the default (it's already chosen). However, if your modem is connected to a different port—for instance, if you have an internal modem—you need to choose the appropriate type of port.

5 **If you do not have touch-tone phone service, click to select the No button.**

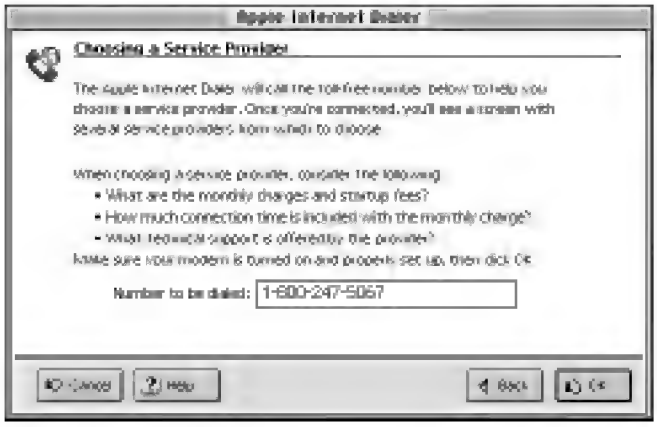
Touch-tone service is common, so the Yes button is selected by default. Click No only if necessary.

6 **Click the Create Account button.**

7 Follow the onscreen instructions and enter the appropriate information on each screen.

You're asked to provide some personal information (such as your name and address) and also asked to provide credit card information. You need to enter this information only once.

You can advance to the next screen in the sequence by clicking the Next button at the bottom right of the screen. The last screen in the sequence looks like this (the phone number may be different than the one shown):



8 Read the information on the last screen in the sequence, make sure your modem is connected correctly, and click OK.

IMPORTANT If you're calling from a business line, you may need to add a "9" in front of the number to be dialed. Otherwise, do not alter the phone number as it appears on the screen. If you accidentally erase part or all of the number, you must reenter the number. See the AICK Read Me for the exact number.

Once you click OK, the Apple Internet Dialer automatically calls the toll-free number indicated in the last screen. A MacPPP Status window provides details about the progress of the connection (MacPPP is described in greater detail in "About MacPPP" in Chapter 2 of this manual):

After a connection is made, your computer communicates with a special computer, known as the *Internet account server* (or *registration server*), that provides you with details about various Internet service providers. The windows you see when you're connected to the server are similar to the screens of Netscape Navigator—and, just as when you are actually using Netscape Navigator, you can click certain buttons and words for more information.

If you can't make a connection to the Internet account server: Occasionally, the Apple Internet Dialer cannot make the connection to the Internet account server. In that case, you may see an error message, and you'll see an onscreen Problem Resolution Checklist that offers suggestions about how to remedy the situation. If none of the suggestions fix the problem, try connecting again later on. Sometimes, the server is too busy to handle another connection or the server is temporarily not operational.

If you're still experiencing difficulties establishing a connection, be sure to see Chapter 3 of this manual, which gives suggestions for solving connection problems.

9 **Follow the onscreen instructions for selecting an Internet service provider and for establishing an account.**

10 **Write down the important information about your account and about your provider, such as your password, e-mail address, and the provider's support number.**

Keep the information that you've written down in a convenient and safe place.

11 **Complete the steps for creating an account.**

Typically, the final step in creating an account is clicking a Configure button, which automatically provides the Dialer with the appropriate information to work with the provider you've selected.

12 **If necessary, restart your computer.**

If you are using Classic Networking (MacTCP), you will see a dialog box that asks you to restart your computer. If you are using Open Transport, you do not have to restart your computer.

Congratulations! You now have an Internet account!

Though your Internet service provider account is created online, you're still not connected to the Internet. Skip to Chapter 2 to learn how to connect to the Internet and how to use your Apple Internet Connection Kit software.

Using an existing account

Follow the instructions in this section to use an account that you've already established with a service provider. You may need to ask your service provider to give you certain details about your ISP account.

1 Click the Apple Internet Dialer button in the Launcher.

The Launcher is a special window on the desktop that came with your system software or that was installed automatically when you installed the Internet Connection Kit software. The Launcher makes it easy to access applications and other items. (The Launcher is described in greater detail in Chapter 2 of this manual and in Macintosh Guide, which is available in the Guide [?] menu in the upper-right corner of your screen when the Finder is active.)

Tip: If you are unable to see the button for the Apple Internet Dialer in the Launcher window, try clicking the bar labeled "Internet Kit" at the top of the Launcher window.

The Welcome screen appears.

2 Click OK.

The following dialog box appears:

3 In the Modem pop-up menu, choose the name of your modem.

If you don't see the name of your modem: The Apple Internet Dialer includes information (in particular, special commands known as *initialization strings*) for most of the popular types of modems available today. However, if you are using a type of modem that is not included among those listed, you can try choosing either Default Modem or Generic High Speed Modem from the list. You can also add information about your specific modem; see "Adding or Modifying Modem Information" in Chapter 3 of this book.

4 **If the port your modem is connected to isn't chosen in the Port pop-up menu, choose it now.**

The Modem Port (or the Printer-Modem Port, for PowerBook computers) is the default (it's already chosen). However, if your modem is connected to a different port—for instance, if you have an internal modem—you need to choose the appropriate type of port.

5 **If you do not have touch-tone phone service, click to select the No button.**

Touch-tone service is common, so the Yes button is selected by default. Click No only if necessary.

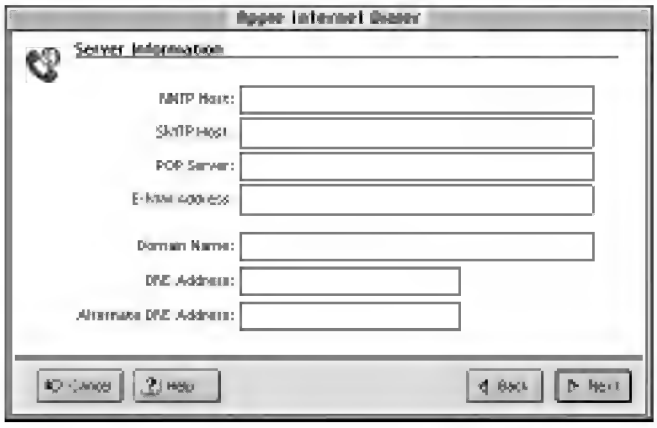
6 **Choose Set Up Existing Account from the Provider menu.**

7 **Follow the onscreen instructions and enter the appropriate information on each screen.**

Click the Next button on the screen to proceed to the next screen in the sequence.

You don't necessarily need to provide information in all of the text fields that you see, only those that are appropriate (your provider should supply you with the necessary information).

Here's one of the screens you see in the sequence:



Here are some explanations of the terms on this screen as well as of a few terms you see on other screens:

- **Provider Phone Number** This is the number that your modem will call to gain access to the Internet; don't confuse this with your provider's support number.
- **NNTP Host** Refers to the name of the remote computer that provides you with the Internet news service (Usenet). *NNTP* stands for *Network News Transfer Protocol,* which is the set of rules that govern how the Internet moves newsgroup articles.
- **SMTP Host** Refers to the name of the remote computer that handles e-mail using SMTP, which stands for *Simple Mail Transfer Protocol,* a set of rules that the Internet uses for moving mail.

- **POP Server** The POP Server field is where you provide the information necessary to connect to a computer that handles e-mail using POP, which stands for *Post Office Protocol.*
- **Domain Name** This is the name of that portion of the Internet for which your provider has responsibility; typically, the name is in the form of your provider's name plus ".com" at the end.
- **DNS Address** This is the numerical location of the computer that handles the conversion of address names (such as "apple.com") to machine-readable numerical addresses (such as 130.43.2.2). *DNS* stands for *Domain Name System,* which is the standard used by the Internet for address name-to-number conversions.
- **Connection Script** The connection script includes special instructions that get carried out each time you connect to your service provider. You only need to enter a connection script if your Internet provider tells you to do so. The Apple Internet Dialer supports the password authorization protocols PAP (Password Authentication Protocol) and CHAP (Challenge Handshake Protocol), which makes it unnecessary in most cases to enter a script.

IMPORTANT If you are required to provide a connection script, and the script is less than eight lines long, you must set the remaining empty lines to Send; choose Send from the pop-up menu adjacent to each of the empty lines. Choosing Send prevents unnecessary returns from being sent. You cannot enter a connection script longer than eight lines.

When you click OK on the last panel in the sequence, and you're using Open Transport, you're returned to the dialog box that you used to enter your modem settings. If you're using Classic Networking (MacTCP), you need to restart your computer and re-open the Apple Internet Dialer. In either case (Open Transport or Classic Networking), the text at the top of the modem settings dialog box says, "Connect to <*name of your service provider*>," and the Create Account button has changed to "Connect."

Turn to Chapter 2 to learn how to connect to the Internet and to learn how to get started with your Internet software.

2 Connecting to the Internet and Using Your Internet Software

Now that you've installed your Apple Internet Connection Kit software and created an Internet service provider account (or, if you're using a LAN, set up your TCP/IP control panel), it's time to connect to the Internet. This chapter explains how you connect to the Internet and also describes how your Internet software works.

Connecting to the Internet... 3 different ways

If you use a modem, you have a choice of how you connect to the Internet. Though the way you typically connect to the Internet will depend on your personal preference, connecting by using the Apple Internet Dialer, described first, is probably the easiest and most reliable way to do so.

If you use a local area network to gain access to the Internet, see the section "Connecting by Opening an Application."

Connecting by using the Apple Internet Dialer

To connect to the Internet by using the Apple Internet Dialer:

1 **If the Dialer isn't open already, click the Apple Internet Dialer button in the Launcher.**

The following dialog box appears:

2 **Click the Connect button.**

The Apple Internet Dialer calls the number indicated in the Number field.

The MacPPP Status window appears and provides details about the connection attempt.

If the connection is successful, Netscape Navigator opens automatically, and you're connected to the Apple Internet Connection Kit home page. The Apple Internet Status application also opens automatically and indicates that you are connected. The Apple Internet Dialer is preset to quit when a connection to the Internet is made; however, you can adjust your connection preferences so that the Dialer remains open even when you are connected to the Internet. See "Setting Your Preferences for Connecting," later in this chapter, for details.

Tip: To make your screen appear less cluttered and to make connecting as convenient as possible, click the triangle next to the word "Settings" in the Modem Settings dialog box so the triangle points to the right instead of down. The dialog box collapses so that none of the boxes for entering text are visible. When you quit the Apple Internet Dialer with the dialog box collapsed, you'll see the collapsed view of the dialog box the next time you open the Dialer.

WARNING Make sure the Apple Internet Dialer and the TCP/IP (or MacTCP) control panel are not open at the same time. Also, make sure the Apple Internet Dialer and Config PPP are not open at the same time. Either of these combinations will cause problems with your system and preferences.

Connecting by opening an application

You can connect to the Internet by opening one of your Internet applications directly; especially if you're using a LAN, this is the way to connect.

1 **In the Launcher, click the button of the application that you want to use.**

The first time that you click one of the applications, some setup may be required. If you're connecting to the Internet through a modem, the application will automatically dial the number visible in the number field of the Apple Internet Dialer, as long as the "Auto Connect from any application" option is selected as one of your Dialer preferences. (See "Setting Your Preferences for Connecting" later in this chapter for information about your preferences.)

Connecting by using the Apple Internet Status application

The Apple Internet Status application appears onscreen automatically the first time you connect to the Internet. Subsequently, you can use the Internet Connection Status window to connect:

1 **Make the Apple Internet Status application the active application.**

You may need to choose Apple Internet Status from the Application menu, which is the pull-down menu at the far-right corner of your screen. (These instructions assume you have already connected and disconnected once from an Internet connection but have not quit the Apple Internet Status program.)

2 **In the Internet Connection Status window, click the button labeled Connect.**

Your modem calls your Internet service provider.

Getting started with your Internet applications

As described in Chapter 1, the primary applications of your Apple Internet Connection Kit include Claris Emailer Lite, Fetch, NCSA Telnet, Netscape Navigator, and NewsWatcher.

A few basic steps for using Netscape Navigator are provided in the section "Getting Around the Internet Using Netscape Navigator," later in this chapter. But most of the information you need to know for using your applications is available directly onscreen, as explained in the next two sections.

Learning what your applications can do

To learn more in general terms what an application can do, use the Apple Internet Connection Kit Guide, following these instructions:

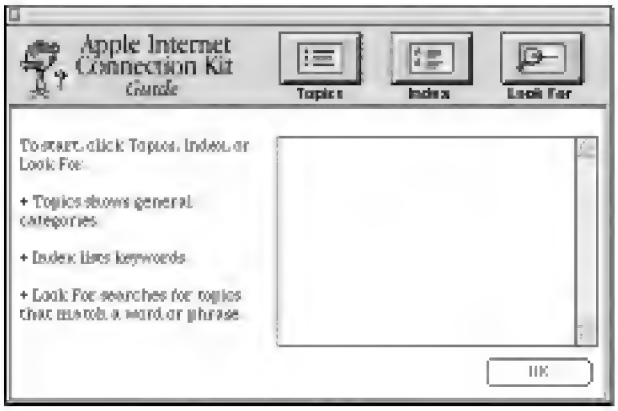
1 **Open any one of your Internet applications by clicking its button in the Launcher.**

You don't need to be connected to the Internet to learn more about your Apple Internet Connection Kit applications, but you do need to open one of them and make it active. (If an application is already open, you can make it active by clicking in one of its windows or by choosing its name from the Application menu in the upper-right corner of your screen.) In fact, if you're using a modem and you're concerned about connection fees, you might consider disconnecting from the Internet and starting to learn about your applications offline. (However, there are some tasks you can be guided through only when you are connected.)

Note: If you are not connected to the Internet and you attempt to open one of the applications, you may see an error message about not being connected or the application may attempt to connect to the Internet automatically. You can dismiss the error message or try opening another application.

2 **Choose Apple Internet Connection Kit Guide from the Guide (?) menu.**

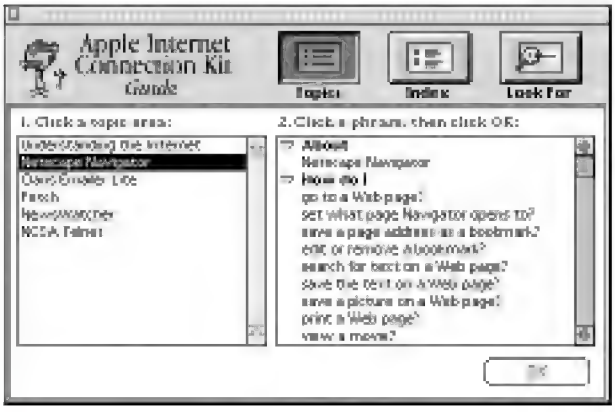
The Apple Internet Connection Kit Guide window opens.



3 **Click Topics.**

4 **Click a topic area or application name that you want to learn more about.**

For instance, if you wanted to know more about Netscape Navigator, click Netscape Navigator to highlight it.


Apple Internet Connection Kit Guide
Topics
Index
Look For
1. Click a topic area:
2. Click a phrase, then click OK:
About
Netscape Navigator
How do I
go to a Web page?
set what page Navigator opens to?
save a page address as a bookmark?
edit or remove a bookmark?
search for text on a Web page?
save the text on a Web page?
save a picture on a Web page?
print a Web page?
view a movie?

5 **In the About section on the right-hand side of the window, click the name of the application.**

6 **Click OK.**

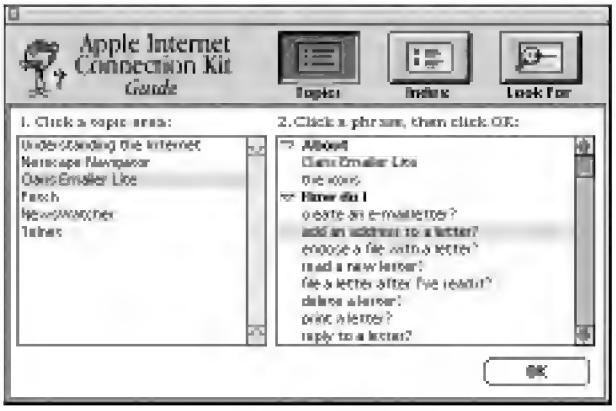
7 **Follow the instructions on the screen to display new screens or return to the Topics screen by clicking the Topics button.**

Getting help using your applications

When you're ready to use an application itself and you want to know step-by-step procedures, you can use the Apple Internet Connection Kit Guide to help you accomplish a particular task:

1. **Choose Apple Internet Connection Kit Guide from the Guide (?) menu.**
2. **Click Topics.**
3. **Click a topic area or application name that you want to learn more about.**
4. **In the "How do I" section on the right-hand side of the window, click the phrase that describes what you want to accomplish.**

For instance, if you wanted to find out how to add an address to a letter using Emailer Lite, you would click to highlight these items:



You can also use the Index and Look For sections of the Guide to find the information you want.

5 **Click OK.**

Screens with the information you requested appear and guide you through the process.

The Apple Internet Connection Kit Guide provides you with all the information you need to set up and use your applications. If you want more detailed documentation, you can find online versions of the manuals for each of the applications on the *Apple Internet Connection Kit* CD-ROM disc. Look in the Documentation folder on the disc for the name of the manual you want to see, and double-click the icon.

Note: The documentation for Claris Emailer describes all of the features of your Emailer Lite application. In addition, the documentation describes features of the full Claris Emailer application; some of these features may not be available in Emailer Lite.

Setting your preferences for connecting

The Apple Internet Dialer is preset to open Netscape Navigator automatically after an Internet connection has been made. If you want to change this and other default settings, follow these steps:

1 **Choose Preferences from the File menu of the Apple Internet Dialer.**

The Preferences window opens.

2 **To choose an application other than Netscape to open automatically after connecting to the Internet, click a button next to the appropriate application.**

3 **To keep the Dialer open after you connect to the Internet, deselect the "Close Dialer after connection" option. (Click the checkbox to remove the X.)**

4 **To disallow connecting automatically from any of your Internet applications, deselect the "Auto Connect from any application" option. (Click the checkbox to remove the X.)**

Disconnecting from the Internet

If you use a modem, don't forget to disconnect from the Internet—quitting an application program won't automatically disconnect you. If you quit an application such as Netscape Navigator or Fetch, you may still be connected to the Internet, and you will accrue connection time and potentially be charged for that time.

To disconnect when using a modem, do this:

In the Internet Connection Status window, click the button labeled Disconnect.

To see the window, you may need to select Apple Internet Status from the Application menu, which is the pull-down menu at the upper far-right corner of your screen.

Alternatively, if you have the Apple Internet Dialer set to remain open once you're connected (see the previous section, "Setting Your Preferences for Connecting"), do this:

In the Modem Settings dialog box of the Apple Internet Dialer, click the button labeled Disconnect.

Backing up your provider information

It's a good idea to back up the preferences files for your modem settings and your provider information. That way, if the files become corrupted or are accidentally altered, you can use the backup copies to restore the correct information.

To back up your provider information and modem settings files, do this:

1. **In the Apple Internet Dialer, choose Back Up Provider Information from the Provider menu.**

   A dialog box appears.

2. **Select a location to store the backup copies of your preference files.**

   A folder called AICK Dialer Backup is created automatically in the location you selected. Within that folder is another folder called Internet Dialer Folder. When you use the Back Up Provider command, the following preference files are placed automatically in the Internet Dialer Folder: Internet Dialer Prefs, Internet Registration Server, Modem Information, reg server, and a preferences file specific to your Internet service provider (or providers).

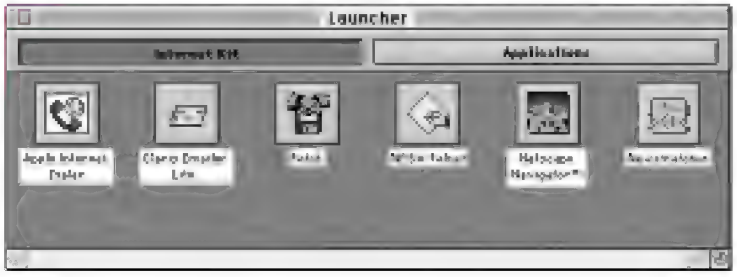
If you need to replace your preferences files with the backup versions, do this:

1. **In the Apple Internet Dialer, choose Restore Provider Information from the Provider menu.**

2. **In the dialog boxes that appear, select AICK Dialer Backup, then select Internet Dialer Folder.**

About the Launcher

The Launcher window provides an easy way to access and open applications. To open any of the items in the Launcher, click the appropriate button.



The Launcher is installed by the Apple Internet Connection Kit installation process (or it is already part of your system software) and it is set to open automatically when you start up your computer.

To learn more about the Launcher and about customizing it for your system (such as adding programs to it or adding new groupings), see the Launcher index item in Macintosh Guide (when you're in the Finder, choose Macintosh Guide from the Guide [?] menu, then click the Index button).

If you do not want to use the Launcher to open your Apple Internet Connection Kit applications, do this:

Open the General Controls control panel and deselect the "Open Launcher at system startup" option. (Click the checkbox to remove the X.)

If you don't use the Launcher, you can open your Internet applications by double-clicking their icons; you can find the applications in the Internet Applications folder within the Internet Connection Kit folder, which is installed automatically at the top-level of your hard disk (that is, the window that opens when you double-click your hard disk icon).

About the Apple Internet Status application

The Apple Internet Status application opens automatically each time you connect to the Internet. When a connection has been made, you see the Internet Connection Status window on your desktop.

You can view the Internet Connection Status window to keep track of how long you're connected to the Internet. You can also click the Connect or Disconnect button (the name changes depending on whether you're connected to the Internet) to connect to or disconnect from the Internet, respectively.

Though you typically don't need to locate the Apple Internet Status application, if you ever do, you can find the application in the Internet Utilities folder within the Internet Connection Kit folder.

About MacPPP

You might have wondered about the MacPPP Status window that appears when you attempt to connect to the Internet. *PPP* stands for *Point-to-Point Protocol.* PPP is a standard way of "packaging" data that is sent over phone lines. MacPPP is a version of PPP that runs on Mac OS–based computers. MacPPP is installed as part of the Apple Internet Connection Kit and is represented by the PPP extension in the Extensions folder on your system.

PPP

About your Internet utilities and additional software

The Apple Internet Connection Kit includes a number of utilities and other software in addition to the items mentioned in this manual. Be sure to see the AICK Read Me file (automatically installed in the Internet Connection Kit folder, which is at the top-most level of your hard disk) for a complete list of the items installed.

You don't need to do any setup beyond that described in this manual to take full advantage of the Internet. However, if you're interested in advanced features and additional utilities, you can find the utilities in the Internet Utilities folder inside the Internet Connection Kit folder on your hard disk. Each utility comes with a Read Me file or other documentation. Many of the utilities have been developed by non-Apple companies or individuals, so if you have specific questions pertaining to a utility, you may need to contact the original developer, as indicated in the documentation for the utility. You can also find information on the Web sites listed in "Where to Find Help" in Chapter 3.

Where do you go from here?

If you've been unable to get started with your applications or you're having trouble connecting to the Internet, try solving the problem with one of the suggestions offered in Chapter 3, or see the section "Where to Find Help" in Chapter 3.

The Netscape Navigator application is likely to be the primary application you'll use once you're connected to the Internet. If you're unfamiliar with Navigator, the next section, "Getting Around the Internet Using Netscape Navigator," provides some basic instructions to help you get started.

Otherwise… the Internet is at your command. Surf the Web! Send e-mail to business associates or friends! Join a discussion group! Remember to look in the Apple Internet Connection Kit Guide and in the electronic versions of the manuals on the CD-ROM disc for details about using your applications.

The last two sections of this chapter suggest a few things you can do right away once you've connected to the Internet.

Getting around the Internet using Netscape Navigator

Netscape Navigator is the browser software that you use to navigate around the World Wide Web portion of the Internet. Here are just a few steps to help you get around—if you need more help, look for the information you need in the Apple Internet Connection Kit Guide, which you can access by choosing its name from the Guide (?) menu in the upper-right part of your screen.

The figure below shows part of the main window of Netscape Navigator. You can use the toolbar at the top of the window (that is, the row of buttons beginning with the "Back" button) to navigate and make use of many of the capabilities of Navigator (opened to the Apple Internet Connection Kit home page).

An address on the World Wide Web is known as a URL, which stands for *uniform resource locator.* The first part of a URL specifies the type of data or the protocol necessary to retrieve the data, and the second part of the URL specifies the computer where the information is stored. So, for example the URL http://www.apple.com tells Netscape Navigator to retrieve data using the Hypertext Transport Protocol from the www.apple.com computer, which is where Apple Computer places its Web information.

To get to a new address, or URL, using Netscape Navigator, follow these steps:

1 **Click the Open button in the toolbar of the main Netscape Navigator window.**

Alternatively, you can choose Open Location from the File menu.

The Open Location dialog box appears.

2 **Type the URL of the Web site or document that you want to see.**

3 **Click Open or press Return.**

The Web "page" that you requested is retrieved and appears in the Navigator browser.

There's yet another way that you can get to a new Web page: you can "jump" to a new page when you click a *link*. A link is a special command embedded in a Web page that instructs Navigator to jump to another Web site or a different place in the current document. You can recognize text that is a link by its being underlined and (usually) in blue. A *hotspot* is similar to a link except that the "jump" information is embedded in a graphic instead of text.

It's easy to get lost in hyperspace—that is, you may end up visiting a series of Web sites and documents by jumping from one to another through links and hotspots until you're relatively far removed from where you started. If that's the case, don't worry—you can always retrace your steps using the Back and Forward buttons of the Navigator toolbar.

That's nearly all there really is to know about how to move around using Netscape Navigator. The best way to find out more is to explore the Internet for yourself. The next two sections suggest where you can begin to explore the Internet.

Visit the Apple Internet Connection Kit Web site

The Apple Internet Connection Kit (AICK) Web site is preset to open automatically when Netscape Navigator is opened. The first screen you see of the site is designated as your *home page*. In fact, whenever you click the Home button in the toolbar of the Netscape Navigator main window, you'll jump automatically to the AICK home page.

The following figure shows you what the AICK Web site looks like. Note that the site is updated frequently, so the content of the page you see when you go to the AICK home page may differ from that shown in the figure.

Apple Internet Connection Kit
Apple Welcomes You to the Internet!
Updated Weekly
Why Mac?
Click here to watch this QuickTime movie
Hear the Web!
Listen to live audio broadcasts on the Internet
Looking for an exciting vacation?

Visit the Apple Internet Connection Kit Web site often; the site contains useful and, well, *really cool* information for Apple Internet Connection Kit users (if you don't know by now, "really cool" is high praise for items on the Internet). The site provides you with the latest details about Apple Internet Connection Kit upgrades, Apple and third-party product news, and tips and other helpful information for using the Apple Internet Connection Kit.

The AICK Web site also provides an introductory tour of the Internet. In fact, if you're new to the Internet, this tour is probably the first place you'll want to go—it will help give you a feel for what the Internet is all about. Locate and click the Help button on the AICK home page (you may have to scroll down the page) for an online introduction to the Internet. The AICK Web site also provides links to other interesting sites on the World Wide Web.

This is the URL for the Apple Internet Connection Kit site:
http://aick.apple.com

Search for sites that interest you

You can use the Net Search capability of Netscape Navigator to locate Web, Telnet, or FTP sites that are of interest to you.

Click the Net Search button in the directory bar of the main Netscape Navigator window (the directory bar includes the row of buttons beginning with "What's New?").

A Net Search page appears. You can use the search service that appears or click a link to one of the other services.

Alternatively, you can choose one of the search services listed in the "Searching On the Web" submenu. Type "telnet," "ftp," or any subject of interest to you. Click a few of the links and explore the Internet as much as you want.

3 Solving Problems and Getting Help

This chapter describes some things you may want to know about your Apple Internet Connection Kit beyond basic installation and setup. The chapter also suggests ways to correct problems that may arise while you're using the Apple Internet Connection Kit software and places you can turn to for extra help.

Modifying your provider information

If for some reason you need to change information in your provider setup, you can do so by following these steps:

1. **Open the Apple Internet Dialer.**
2. **Choose Modify Current Account from the Provider menu.**
3. **Locate the appropriate screen or screens and change the information as necessary.**
4. **Click OK in the final screen of the sequence.**

Remember to choose Back Up Provider Information from the File menu to save a backup copy of your modified provider account.

Moving your Apple Internet Connection Kit to another computer

If you need to move your kit to another computer, you can reinstall the kit on the other computer; then, move your provider files (in the Internet Dialer Folder in the Preferences folder) from your old computer to the new one.

If you no longer have your installation CD-ROM disc or floppy disks, follow these steps:

1. **Connect an external hard drive to the old computer and copy onto the external hard disk the items listed in this step (or copy them onto floppy disks); or, if the old and new computers are on a LAN, make sure File Sharing is on (check the Sharing Setup control panel) in preparation for using file sharing to copy these items from the old computer to the new one.**

- Internet Connection Kit folder
- PPP extension and Internet Config extension (located in the Extensions folder of your System Folder)
- In the Preferences folder of your System Folder:

  –Fetch Prefs

  –Internet Dialer Folder

  –Launcher Preferences

  –NCSA Telnet Preferences

  –Netscape *f*

  –NewsWatcher Prefs

  –PPP Preferences

  –Internet Preferences

  –TCP/IP Preferences (if you're using Open Transport)

  –MacTCP Prep (if you're using MacTCP)

2 **If you used an external hard drive or copied onto floppy disks, connect the drive to the new computer or insert the floppy disks.**

3 **Copy the items to the new computer, placing the items in their appropriate locations (extensions in the Extensions folder and preferences in the Preferences folder).**

4 **Restart your computer.**

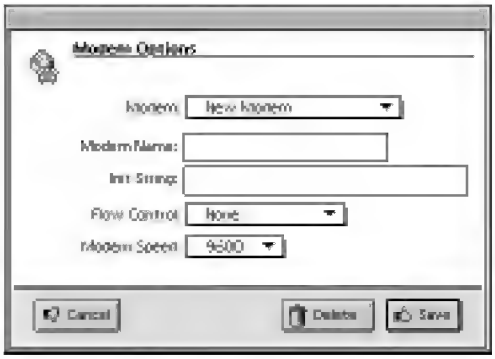
Adding or modifying modem information

If your modem is not one of those listed in the Modem pop-up menu in the Apple Internet Dialer, you can add information about your modem to the Dialer (though you can first try choosing Generic High Speed in the list). You can also modify information about your modem that the Dialer uses, such as the modem initialization string.

To add or modify information about your modem, do this:

1 **In the Modem pop-up menu of the Internet Dialer, choose Add/Modify Modem.**

The following dialog box appears:



2 **If you're adding a modem, leave the Modem pop-up menu at New Modem (the default); if you're modifying modem information, choose the name of the modem in the Modem pop-up menu.**

3 **Add or modify the information in the dialog box as necessary.**

You may need to contact your modem manufacturer or your Internet service provider to ensure that the information you enter is correct.

4 **Click Save.**

If you run into problems

This section is divided into the different areas in which you might experience problems. Each problem may have more than one suggestion for correcting it. If you can't find the solution among those presented, be sure to see the section "Where to Find Help" later in the chapter.

Problems during installation

You can't install the Apple Internet Connection Kit; you receive an error message that says, "Can't install to hard drive. A problem was found."

- Choose the General Controls control panel; deselect the Protect System Folder option in the lower-left portion of the window (click the checkbox to remove the X).
- Place the following files in the Trash before you try to install the Apple Internet Connection Kit: MacTCP DNR (in the System Folder), PPP Preferences (in the Preferences folder) and MacTCP Prep (in the Preferences folder).

Problems setting up the Apple Internet Dialer

The Modem pop-up menu does not include the name of your modem.

Choose Generic High Speed from the menu and try connecting with that setting. If that doesn't work you can try adding information about your own modem, as explained in "Adding or Modifying Modem Information" earlier in this chapter.

You want to use several different Internet service provider accounts but aren't sure how.

You can use multiple accounts with the Apple Internet Dialer; choose Create New Account from the Provider menu for each account that you want to create. Choose the name of the provider that you want to use from the Provider menu before you connect. While you can connect to the Internet and use Netscape using different accounts, you may encounter problems with some of your software. Claris Emailer and NewsWatcher are set to work with one provider only and will not be able to access the appropriate preferences for additional providers.

You have your own Internet service provider and you were given more information than the Dialer seems to need.

You only need to use the items required in the Dialer to make a connection with your provider. Make sure you've looked at all the screens that appear in the Dialer when you choose Set Up Existing Account from the Provider menu.

Problems using the Apple Internet Dialer

You keep getting a "resource file is damaged" error message when you try to open the Apple Internet Dialer.

- You'll need to throw away several files. Place the following files in the Trash: MacTCP DNR (in the System Folder); MacTCP Prep or TCP/IP Preferences (in the Preferences folder, inside your System Folder); PPP Preferences (in the Preferences folder); Internet Prefs and "reg server" (in the Internet Dialer Folder, in the Preferences Folder, in the System Folder). Empty the Trash and restart your computer.
- If you continue to receive the error message, repeat throwing out all of the files indicated in the previous paragraph and, in addition, throw out your provider file(s) in the Internet Dialer Folder. Empty the Trash and restart your computer.

When you're setting up an existing account, you see an error message telling you to put a value in the First Name or Credit Card field.

Open the Preferences folder (inside the System Folder). Open the Internet Dialer Folder. Drag the Internet Dialer Prefs file to the Trash. Empty the Trash and restart your computer. Follow the steps to set up an existing account, and make sure you fill out each of the text fields on the screens that appear.

Problems when trying to create an account or connect

You see a "PPP timeout" error when you attempt to connect.

- Check to see that your modem is turned on and connected to your computer correctly.
- Your modem initialization string may not be working correctly. Try choosing Generic High Speed from the Modem pop-up menu in the Dialer and connecting. Or, consult your modem manufacturer or Internet service provider and obtain a new string; see "Adding or Modifying Modem Information" earlier in this chapter for more information.

While you are attempting to create a new account, the line seems to have dropped or you are getting no response from the computer your modem has called.

When you try to create an account, the Apple Internet Dialer will place a call to a remote computer and Netscape Navigator will open. If you experience problems at that point, you must quit Netscape Navigator. If you see a dialog box that asks you if you want to continue, click Continue. Sometimes, the remote computer is busy temporarily, and you can try to create the account again almost immediately.

You cannot connect to an online service using the Apple Internet Dialer.

The Apple Internet Dialer is designed to connect you with an Internet service provider. The Apple Internet Connection Kit is not designed for use with online service providers such as America Online or CompuServe.

Problems with Netscape Navigator

The following problems are common ones that may occur when you use the Apple Internet Connection Kit. See the Netscape Navigator documentation or contact Netscape directly for additional troubleshooting information.

Netscape Navigator "freezes" (nothing can move) whenever it's opened.

- Open the Memory control panel and turn off virtual memory.
- You may not have enough RAM. Try turning off some extensions and control panels. You can also try to adjust the preferred size of Netscape Navigator: Click the Netscape Navigator icon (the one in the Internet Applications folder within the Internet Connection Kit folder), and choose Get Info from the File menu. You can adjust the preferred size of the application in the bottom portion of the Get Info window.

You see a message saying "This server does not have a DNS entry."

- Make sure that you've correctly typed the URL (uniform resource locator) of the intended page. If the address is temporarily or permanently invalid, you will see the message. The server that you are attempting to access may be shut down or not operating correctly. Since the situation may only be temporary, try connecting at another time or try connecting to a different location.
- Drag the following items out of the System Folder into a new folder on the desktop: MacTCP DNR; Cache *f* folder (inside the Netscape *f* folder inside the Preferences folder); MacTCP Prep or TCP/IP Preferences (inside the Preferences folder). Choose Restart from the Special menu. If the problem goes away, drag the folder with the items indicated here to the Trash.

You've reinstalled the Apple Internet Connection Kit and you can't see your old Netscape Navigator bookmarks.

The Internet Connection Kit saves the bookmarks automatically. To restore them, open the Internet Connection Kit folder and open the Backup Folder. Drag the bookmark.html icon to the Netscape *f* folder in the Preferences folder.

Problems with NewsWatcher

NewsWatcher takes a long time to open the first time.

Connecting to a news server for the first time can take up to 20 minutes, depending on your Internet service provider's configuration. If there is a large number of newsgroups to download from the news server to which your service provider has enabled you to connect, the initial connection time could be lengthy. Subsequent connections are likely to be much quicker.

Other problems

You've installed and opened the Apple Internet Dialer though you are using a LAN, and you've lost your LAN MacTCP or TCP/IP settings.

- *For MacTCP:* Open the Internet Connection folder; open the Backup Folder; copy the MacTCP Prep file from the Backup Folder into the Preferences folder of your System Folder. Restart your computer.
- *For TCP/IP:* Open the TCP/IP control panel. Choose Configurations from the File menu. In the list of configurations, click Default to highlight it (if it isn't already). Click the Make Active button. Close the control panel.

You have found the Internet such an incredible phenomenon that you're spending all your time connected to it; consequently, your boss is wondering what you're doing, and your friends and family have just about disowned you.

This manual cannot provide help with this problem… except to suggest that if you search hard enough, there is probably a Web site or Internet discussion group you could consult that will have advice for you.

Where to find help

If you need further assistance with installing the Apple Internet Connection Kit, creating an Internet service provider account, or setting up the software, call the Apple customer support hotline; see the support materials that came with your product for the appropriate number to call.

After you have created an account with an Internet service provider, the provider can help if you have questions about using the applications or if you are experiencing problems connecting to the Internet. The provider can also answer your questions about connection fees and billing.

Be sure to visit the Apple Internet Connection Kit Web site (http://aick.apple.com) for updates and other useful product information.

Apple provides an excellent online reference source for technical information: the Apple Tech Info Library. You can search through thousands of articles on Apple products, past and present, updated regularly by Apple Support personnel. The Apple Tech Info Library (TIL) is available on the Internet (http://www.info.apple.com/til.html) and CompuServe (GO APLTIL).

You can also find information about most of the applications and some of the utilities included in the Apple Internet Connection Kit by going to the appropriate Web site:

Software	WWW address
Apple Internet Dialer	http://aick.apple.com
Adobe Acrobat	http://www.adobe.com
Fetch	http://www.dartmouth.edu/pages/softdev/fetch.html
Netscape Navigator	http://www.netscape.com
NewsWatcher	ftp://ftp.acns.nwu.edu/pub/newswatcher
Claris Emailer Lite	http://www.claris.com
NCSA Telnet	http://www.ncsa.uiuc.edu/SDG/Software/MacTelnet
RealAudio	http://www.realaudio.com
Macromedia Shockwave	http://www.macromedia.com
Farallon Look@Me	http://www.farallon.com
Onbase DragNet	http://www.onbasetech.com

Index

A

account, setting up with a service provider 20–25
addresses
  DNS addresses 30
  e-mail addresses 25
  World Wide Web addresses (URLs) 45–46
Adobe Acrobat, online reference source for 58
AICK applications. *See also* specific application
  activating 35
  disallowing automatic Internet connection from 39
  documentation for 6, 38, 58
  getting help in 37–38
  installing 15–19
  introduction to 12–13
  learning about 34–36
  online reference sources for 6, 38, 58
  opening automatically 39
  opening in order to connect to the Internet 33
  opening with Launcher 33, 42
  opening without Launcher 42
  quitting 40
  viewing list of 44
  virtual memory's effect on performance of 14
AICK Dialer Backup folder 41
AICK Home Page 7, 47
AICK Read Me file 44
America Online (AOL) 12
Apple Customer Support hotline 57
Apple Internet Connection Kit applications. *See* AICK applications
Apple Internet Connection Kit Guide 36–38
Apple Internet Dialer
  adding modem information to 52
  connecting to the Internet with 32–33
  keeping open after Internet connection 39
  modifying service provider information with 50
  online reference source for 58
  Problem Resolution Checklist in 25
  problems setting up 53–54
  problems using 25, 54–55
  purpose and use of 12
  setting preferences with 39
Apple Internet Status application 34, 43
Apple Tech Info Library 58

Application menu 35
applications. *See* AICK applications; software; utilities or specific application
assistance. *See* help; problems
automatic connection 39

B

backing up service provider information 41
bookmarks, restoring in Netscape Navigator 56
books about the Internet 7
browser software 10, 45

C

CHAP (Challenge Handshake Protocol) 30
Claris Emailer Lite
  online reference source for 58
  purpose and use of 12
CompuServe 12
connecting to the Internet
  equipment requirements for 10
  problems with 55
  setting preferences for 39
  when opening an application 33
  when using Apple Internet Dialer 32–33
  when using Internet Status application 34
  when using local area network 10, 33
connection fees, cutting down on 35, 40
connection script 30
connection settings, changing 39
creating an account with a service provider 20–25
customer support hotline 57
Custom Install 19

D

databases accessible through Telnet 11
default connection settings, changing 39
disconnecting from the Internet
  when using a modem 40
  with Internet Status application 43
DNS address 30
DNS entry, error message about 56
documentation for AICK applications and utilities 6, 38, 58
domain name 30
Domain Name System. *See* DNS

E

e-mail, purpose and use of 10
e-mail addresses 25
error messages. *See also* problems
  "Can't install to hard drive..." 53
  "PPP timeout" 55
  "Put a value in the First Name or Credit Card field" 55
  "Resource file is damaged" 54
  "This server does not have a DNS entry" 56
extensions, turning off 17, 18

F

Farallon Look@Me, online reference source for 58
Fetch
  online reference source for 58
  purpose and use of 13
FTP (File Transfer Protocol) 11
FTP sites, searching for 48
FTP software 13

G

Guide menu 6, 35

H

hard disk space requirements 13
hardware requirements 13
help. *See also* problems
  from Apple Customer Support hotline 57
  from Apple Internet Connection Kit Guide 6, 37–38
  from Apple Tech Info Library 58
  from books 7
home page 7, 47
hotline for customer support 57
hotspots 46

I, J, K

installing the AICK software 15–19
  for use with a local area network 18–19
  for use with a modem 16–17
  on another computer 50–51
  problems with 53
Internet. *See also* connecting to the Internet; World Wide Web or specific topic
  books about 7
  connecting to 10, 31–34, 39, 43
  definition of 9
  disconnecting from 40
  e-mail and 10
  equipment required for connection to 10
  exploring 45–48
  FTP software and 11
  introduction to 9–12
  introductory tour of 47
  newsgroups and 10
  online services and 12
  ownership of 12
  paying for connection to 12, 35, 40
  surfing with Netscape Navigator 45–46
  Telnet software and 11
  World Wide Web as part of 10
Internet account server
  communicating with 24
  failure to connect to 25
Internet applications. *See* AICK applications or specific application
Internet Dialer Folder 41
Internet protocol (IP) 9
Internet service providers
  backing up provider information 41
  modifying provider information 50
  paying 12, 23
  phone number for 24, 29
  role of 12
  setting up an account with 20–25, 55
  support number for 25
  using an existing account with 26–30
  using several different providers 54
IP. *See* Internet protocol

L

LAN MacTCP settings, loss of 57
LANs. *See* local area networks
Launcher
  opening applications in 33, 42
  purpose and use of 20, 42
  working without 42
links 46
local area networks (LANs)
  connecting to the Internet with 10, 33
  installing the AICK software for use with 18–19

M

MacPPP 43
MacPPP Status window 24
Macromedia Shockwave, online reference source for 58
MacTCP 13

memory
amount required by AICK 13
insufficient amount of 56
virtual memory 14–15, 56
modem
adding or modifying modem information 52
backing up preferences files for modem settings 41
initialization string for 22, 52
installing the AICK software for use with 16–17
specifying type of 22
type required 13
modem port 22

N

NCSA Telnet
online reference source for 58
purpose and use of 13
Netscape Navigator
Net Search capability of 48
online reference source for 58
problems with 56
purpose and use of 12
surfing the World Wide Web with 45–46
newsgroups 10
NewsWatcher
online reference source for 58
problems with 57
purpose and use of 13
NNTP (Network News Transfer Protocol) 29
NNTP host 29

O

Onbase DragNet, online reference source for 58
online reference sources 6, 38, 58
online services
connecting to the Internet with 12
problems connecting to 55
onscreen help 6, 37–38
opening AICK applications 33
Open Transport 13, 14
operating system. *See* system software

P

pages, Web. *See* Web pages
PAP (Password Authentication Protocol) 30
password 25, 30
paying for Internet connections 12, 23
cutting down on costs 35, 40
POP (Post Office Protocol) 30
POP server 30
PPP (Point-to-Point Protocol) 43
preferences files, backing up 41
problems 53–58. *See also* help
connecting to Internet 55
connecting to Internet account server 25
connecting to online service 55
creating an account 55
with Apple Internet Dialer 25, 53–54
with bookmarks 56
with extensions 17, 18
with lost LAN MacTCP or TCP/IP settings 57
with Netscape Navigator 56
with NewsWatcher 57
Provider menu 28

Q

quitting AICK applications 40

R

RAM, insufficient amount of 56
Real Audio, online reference source for 58
reference sources
  for AICK applications and utilities 6, 38, 58
  for the Internet 7
registering with an Internet service provider 20–25
registration server 24

S

searching for Web, Telnet, or FTP sites 48
service providers. *See* Internet service providers
setting preferences for connecting 39
setting up an account 20–25
SMTP (Simple Mail Transfer Protocol) 29
SMTP host 29
software. *See* AICK applications; system software; utilities
starting AICK applications 35
support hotline 57
surfing the World Wide Web 45–46
system requirements 13
system software
  upgrading 14, 16, 17
  versions required by AICK 13

T

TCP/IP settings, loss of 57
technical information, online reference source for 58
Telnet 11
Telnet sites, searching for 48
Topics button in Apple Internet Connection Kit Guide 36
touch-tone phone service 22
troubleshooting. *See* error messages; problems
turning off extensions 17, 18

U

uniform resource locators. *See* URLs
updating applications over the Internet 11
updating system software 14, 16, 17
URLs (uniform resource locators)
  for AICK home page 7, 47
  purpose and use of 45–46
Usenet 29
utilities in Apple Internet Connection Kit
  descriptions of 12–13
  online reference source for 58
  viewing list of 44

V

virtual memory 14–15, 56

W, X, Y, Z

Web. *See* World Wide Web
Web browser 10
Web pages
  AICK home page 7, 47
  navigating among 46
  purpose and use of 10
Web sites
  Apple Internet Connection Kit
    Web site 47
  searching for 48
World Wide Web. *See also* Internet or
    specific topic
  addresses on 45
  definition of 10
  surfing with Netscape Navigator 45–46